THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR): (a) to (e) The Challiah Committee in its interim report has mentioned that in a system of commodity taxation, ad valorem duties are preferable to specific duties and has recommended switching over to ad valorem rates in respect of a number of commodities. However, the committee has stated that for administrative considerations, some commodities like petroleum products, tobacco products and textiles, coffee, tea, marble, etc. may continue to have specific rates.

In accordance with the Chelliah Committee's recommendations as a modest beginning in the Budget 1992-93, in respect of major non-ferrous metals namely copper, lead and zinc and products thereof, uniform ad valorem levy of 10 per cent was imposed in the place of specific rates of duties. Similarly, in respect of certain iron and steel items, a uniform excise duty of 10 per cent was imposed. Being a taxation matter, it is not possible to state at this stage the extent to which the recommendations are further implementable.

Customer Service in Banks

4243. SHRI MENTAY PADMANABHAM: Will the Minister of FINANCE be pleased to state:

(a) whether Government's attention has been drawn to a news item appeared in "Financial Express" dated 1st July, 1992 captioned "Customer Service Deteriorations";

(b) if so, what is the reaction of Government to the state of affairs in banks; and

(c) what steps are being taken to increase the level of customer service?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH): (a) Government have seen the news item captioned 'Customer Service Deteriorating' which appehared in "Financial Express" dated 1st July, 1992.

(b) and (c) The need for improving Customer Service in banks is recognised. With this objective in view, the public sector banks have taken in the last few years several measures to improve the quality of their customer service. These measures broadly comprise creation of necessary infrastructural facilities to improve the speed of service, creation of internal and external grievances redressal machinery for prompt redressal of customer grievances and increased interface between the bank executives and their customers so as to promote mutual goodwill and understanding. Evolution of time norms for rendering common services, norms for rendering common services, provision of facilitation desks for customers' guidance in bigger branches, speedier collection of cheques, provision of nomination facilities to customers on deposit accounts, provision of complaint boxes in branches and constitution of customer service committees etc are some of the specific measures taken by the banks. Implementation of the various measures by the banks is also monitored by the Government and Reserve Bank of India on a continual basis.

Income Tax Exemption for Donation toward promotion of Eye Banks

4244. SHRI KRISHAN LAL SHARMA: Will the Ministe of FINANCE be pleased to state:

(a) whether there is any proposal under Government's consideration to extend exemption under Income-Tax Act towards donation for funds promoting eye donations and eye banks; and

(b) if so what are the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR): (a) There